

THE POINT OF CARE FOUNDATION

CHAIR OF TRUSTEES RECRUITMENT INFORMATION AND APPLICATION PACK

We are working to radically improve the way people are cared for and to support the staff who deliver care.

Help us drive significant change within the NHS and other healthcare organisations. Working at the forefront of patient experience and staff wellbeing, we need an outstanding Chair to help us deliver our ambitious vision.

November 2018

Letter from Jocelyn Cornwell, founder and chief executive

CHAIR OF TRUSTEES ROLE

Dear applicant,

Thank you for your interest in the role of The Point of Care Foundation Chair of Trustees. Please find in this pack an introduction to the organisation, a role description and a description of the type of person we wish to recruit.

About us

Our mission is to make healthcare more human. We achieve this by working to improve patients' experience of care and increase support for the staff who deliver care. We believe a truly patient-centred approach - focussed on listening, understanding and responding to the needs of the whole individual - is essential to the delivery of the best possible quality of care.

The Point of Care Foundation grew out of a programme of work at The King's Fund (2007-2013), researching and working with NHS teams to improve patients' experience and support to staff. We are a small, innovative charity working with NHS and other healthcare organisations. Through our programmes of work, we offer expertise, training and support to implement practical and effective interventions that promote patient-centred care. The focus of all of our work is either improvements in patients' experiences of care, or staff experience and wellbeing – often it is both.

About the role

We are looking for an outstanding individual who is able to command the confidence of the clinical and healthcare sector and business communities.

That person will bring energy, diplomacy and first-rate communication and influencing skills to the Foundation. With sound judgement, the ability to think strategically, and a commitment to the Foundation's vision and ethos, he or she will play a key role in our efforts to transform the culture of healthcare organisations in the UK to become more staff-friendly and patient-centred.

We are committed to developing a diverse board that represents the communities we serve, and encourage applicants from all backgrounds across the UK.

Information about the Foundation and the application process is set out below. The closing date is midday, Monday 3rd December.

If you would like to have an informal discussion about the role, please do contact me at jocelyncornwell@pointofcarefoundation.org.uk to arrange a convenient time to discuss.



Jocelyn Cornwell
Founder and chief executive, The Point of Care Foundation

APPLICATION PACK

1. Introduction to The Point of Care Foundation

The Point of Care Foundation (PoCF) is a charitable incorporated organisation, registered in 2013 and based in central London.

Our objectives for public benefit, as set out in our constitution, are:

- The advancement of education of the public, in particular those working in health and social care, in methods and skills to improve patients' and service users' care experience
- To promote research for the public benefit in all areas of that subject
- To publish the useful results of such research with the object of improving health and social care outcomes for patients, service users and their families and carers

Our programmes help to create open and compassionate organisational cultures and give individuals the tools and support to bring about radical change within their own workplaces. Our key programmes of work:

Schwartz Rounds

Schwartz Rounds - or Rounds - help healthcare providers can use to support staff and improve their organisational culture. Rounds are a forum for staff from all backgrounds to come together to talk about the emotional and social challenges of caring for patients. The aim is to offer a safe environment in which to reflect together on common experiences in an environment that is confidential and psychologically safe. The impact of attending Rounds on participants is that they feel less isolated, more connected to patients and to colleagues, and less stressed.

The Point of Care Foundation is the sole licensed provider of training and support to organisations wishing to run Rounds in the UK. Originally developed by the Schwartz Center for Compassionate Healthcare in Boston USA, we have now helped over 200 organisations in the UK and Ireland establish Rounds programmes.

Sweeney Programme

The Sweeney Programme enables staff to step into patients' shoes and see care through their eyes. We train and mentor clinical teams on this unique, patient-centred quality improvement programme to get as close to experiencing the patient's journey as possible.

HOPE Network and Foundations in Patient Experience

Our Heads of Patient Experience (HOPE) network offers peer learning and support to members, and provides an opportunity to learn from innovations and best practice. The network is open to people working in NHS trusts or clinical commissioning groups (CCGs) whose role includes significant responsibilities for patient experience.

As part of the mission to strengthen the leadership for patient experience, we run a four day training course for heads of patient experience.

Research

We undertake research to underpin our work. Recent research projects include an audit of the teaching of medical professionalism in undergraduate education and a report on staff engagement in NHS trusts, funded by the Health Foundation.

2. Organisational structure

The Foundation has a board of (currently) nine trustees who volunteer their time to oversee the work of the Foundation.

Dr Sean Elyan is a consultant oncologist and medical director at Gloucestershire Hospitals NHS Foundation Trust. Sean is a founder and co-director of Medicine Unboxed.

Sir Robert Francis QC is a barrister who has undertaken clinical negligence actions on behalf of claimants and defendants for over 30 years. He specialises in medical law, including medical and mental health treatment and capacity issues, clinical negligence and professional discipline. Sir Robert chaired both the independent inquiry (2010) and the Public Inquiry into Mid Staffordshire NHS Foundation Trust (2013). He is the Chairman of Healthwatch, honorary President of the Patients Association, a trustee of the Prostate Cancer Research Centre and Honorary Fellow of the Royal College of Anaesthetists.

Joe Gannon Chief Operations Officer, Children's Hospital Group, Dublin. Joe has worked at senior level in the public and private sector for most of his career. This includes board level experience in the English health and care and charitable sectors, running operations and developing strategy. He offers consultancy support and mentoring to NHS Trusts, and market development advice to Digital Health suppliers.

Ceinwen Giles is a Clore Social Leadership Fellow and patient advocate. She is a Director at Shine Cancer Support, a charity supporting adults in their 20s, 30s and 40s affected by cancer. In 2013, she was awarded a Winston Churchill Memorial Fellowship to research innovative forms of support for younger adults with cancer.

Donna Green recently retired from the position of Chief Nurse and Deputy Chief Executive at Hampshire Hospitals NHS Foundation Trust. She trained as a registered nurse in the Midlands and completed a specialist oncology qualification at Christies Hospital, Manchester. Donna has previously worked in general management positions across a range of clinical specialties, working at a number of acute Trusts including the Oxford Radcliffe and Hillingdon Hospital.

Peter Homa is Chairman of the NHS Leadership Academy. He retired recently from the post of Chief Executive at Nottingham University Hospitals (NUH) and has nearly 40 years' healthcare management experience including 27 years as a chief executive of local and national NHS organisations. Peter was appointed CBE in 2000 for his contribution to the health service.

Nicky Marsh is Director of Customer & Digital at Leeds Building Society. She has personal experience supporting close family members and friends receiving healthcare. Her career has focused on customer experience and she brings Marketing and Communications expertise to the Foundation.

Michael Nutt is Global Head, Precious Metals Marketing and Strategy at Morgan Stanley. He is also a director at EOS, a company developing futures contracts for the London Metals Exchange. He has previously practised as an osteopath, with particular interest in the interaction between musculoskeletal health, stress and anxiety and the workplace.

Hardev Virdee is Chief Finance Officer for Central North West London NHS Foundation Trust which provides healthcare services for people with a wide range of physical and mental health needs. Before that Hardev was the CFO of Wandsworth Clinical Commissioning Group where he was also the lead for public and patient engagement.

We hold board meetings every three months in London (either a morning or afternoon meeting - Monday to Friday). Trustees may also spend time attending events, reviewing papers, networking and responding to requests for support from staff. Trustees normally serve a minimum term of three years.

The small team of seven staff is led by Jocelyn Cornwell (founder and chief executive). We have a number of core-contractors who provide specialist services as required.

For further details about the Foundation, who we are and what we do, please visit our website: <https://www.pointofcarefoundation.org.uk>. Our 2017 Annual Report and Accounts are also available on our website: <https://www.pointofcarefoundation.org.uk/about-us/governance/>.

3. Role description and person specification

Specific responsibilities

This is a part-time role. The key activities in the role take roughly a day per month of the person's time. S/he presides at board meetings; ensures these are held at least three, and normally four times every year, at regular intervals, and meets regularly with the Chief Executive to provide a sounding board, advice and guidance, and challenge.

The Remuneration Committee is accountable to the board and chaired by a trustee; the Chair may wish to join Remuneration Committee meetings.

In the course of the incoming Chair's tenure, s/he will lead the recruitment of a successor to the charity's founder, Jocelyn Cornwell.

The Chair:

- Ensures the board of trustees demonstrates the highest standards of corporate governance
- Ensures the expertise of individual trustees is used appropriately for the benefit of the Foundation
- Reviews the performance of individual trustees and ensures all trustees are fully briefed on the terms of their appointment and on their rights, duties and responsibilities
- Ensures that board members understand their responsibility to be prepared for meetings by having considered all papers in advance
- Reviews the board every year
- Ensures that the board maintains an appropriate blend of complementary skills and experience
- Agrees the Foundation's strategic objectives and undertakes the annual employee review of the Chief Executive, in consultation with other trustees

The Chair ensures that the board functions effectively by:

- Chairing trustee meetings effectively, seeking consensus, balancing the need for full debate on key questions with the despatch of business, so as to reach clear and agreed decisions

- Liaising with the Chief Executive to prepare carefully structured agendas and briefing papers for board meetings, and encouraging participation from all trustees
- Taking an active role in the creation and maintenance of a long-term plan to develop the board of trustees
- Encouraging trustees to constructively challenge the strategy and direction of the Foundation

S/he will ensure that the charity plans strategically by:

- Leading the trustees and members of the senior management team to develop, appraise and update strategic plans and to monitor performance against such plans as are adopted by the board
- Ensuring, through the Chief Executive, that management effort is effectively directed within a framework of clearly stated corporate strategies and key tasks

Additional responsibilities include:

- To be available to the Chief Executive regularly, in person and by phone/email

Person specification

We are seeking an outstanding individual to chair The Point of Care Foundation Board of Trustees, someone who is able to command the confidence of the clinical and healthcare sector and more broadly, business and finance communities and other parts of the public sector.

The successful candidate will have:

- Experience of business development and/or finance, an understanding of commercial organisations and the challenges facing start-ups in any sector
- Knowledge of government, the public sector and innovations in public sector financing is desirable
- Experience chairing boards in one or more organisations
- Experience recruiting a new Chief Executive to lead an organisation

The successful candidate should be able to demonstrate:

- The ability to bring energy, diplomacy and creativity to the activities of The Point of Care Foundation and its relationships with its partners and stakeholders
- A personal interest in the experience and well-being of both staff and patients, and empathy for the Foundation's vision and ethos
- Sound judgement and sufficient stature to lead the board and to provide guidance to the CEO and senior management team effectively
- The ability to think strategically, creatively and for the long-term
- An understanding of governance and acceptance of the legal duties, responsibilities and liabilities of trusteeship
- First rate communication, negotiation and influencing skills
- Willingness to commit the necessary time

4. Application process

Closing date for applications: **midday, Monday December 3rd 2018.**

Please email the following documents to recruitment@pointofcarefoundation.org.uk marking the subject as CHAIR OF TRUSTEES APPLICATION:

1. An up-to-date CV
2. A covering letter outlining, with examples, how you meet the role and person specification criteria

If you would like to have an informal discussion about the role, please do contact Jocelyn Cornwell at jocelyncornwell@pointofcarefoundation.org.uk to arrange a convenient time to discuss.

Interviews for shortlisted candidates will be held in central London, on **18th December 2018** and **9th January 2019**. The interview will last around an hour and will be an opportunity to meet current board members and the chief executive.